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Chief Operating Officer

COUNTY OF LOS ANGELES
DEPARTMENT OF HEALTH SERVICES
313 N. Figueroa, Los Angeles, CA 90012
(213) 240-8101

June 20, 2005

TO: Each Supervisor

FROM: Thomas L. Garthwaite, M.D.
Director and Chief Medical Officer

SUBJECT: **INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER EXTENSIONS WITH TRIAD, INC., MODIS, INC., AND NETWORK OPERATIONS CENTER, INC.**

This is to notify you of my intent to request the Internal Services Department (ISD) to amend existing ITSSMA Work Orders Numbers N04-0321 with Triad, Inc., N04-0338 with Modis, Inc., and N04-0349 with Network Operations Center, Inc., to extend the term by fourteen and one-half months to 08/31/06 and increase the maximum Work Order amounts by \$194,804 to bring the grand total for these Work Orders to \$493,941. This request is to extend the services of the consultants to continue to provide technical support for the computer users at the County of Los Angeles Department of Health Services (DHS) Health Services Administration (HSA) and all HSA-supported remote sites. The extension of the existing Work Orders will exceed the \$300,000 project limit. In accordance with ITSSMA guidelines, prior Board notice is required for projects that will exceed \$300,000.

BACKGROUND

The current consultants were selected through the ITSSMA competitive bidding process to provide services to the DHS-HSA Information Systems Branch Technology Services Division Technology Support (TS) Group. The TS group provides computer installation, configuration, application of security policies, remote workstation management, troubleshooting, maintenance, and

technical support for all LAN-connected and stand-alone devices, including network connections at the closet (approximately 1,100 workstations).

The TS group supports the DHS-HSA site and the following remote sites:

DHS-HSA
313 North Figueroa St.
Los Angeles, CA 90012

PUBLIC HEALTH PROGRAMS (PHP)
241 North Figueroa St.
Los Angeles, CA 90012

Fremont/Alhambra
1000 South Fremont Avenue
Alhambra, CA 91803

SCOPE OF WORK

The scope of work will remain unchanged. The consultants will continue to carry out the following tasks:

- Installing, supporting and troubleshooting workstations, printers, network interface cards, and other peripheral devices.
- Maintaining, implementing local IP addressing schema.
- Maintaining, troubleshooting, and supporting the network connections at the closet.
- Assisting in the analysis of existing and proposed systems to define the requirements for maintaining and/or implementing computer solutions to meet the objectives of the organization.
- Applying appropriate security policy based on County and DHS policy and Federal law (HIPAA)

JUSTIFICATION

Due to the importance, scope, and complexity of the DHS network, it is critical that DHS maintain the services of individuals with the requisite technical expertise and experience. These consultants perform highly technical functions with extensive knowledge of systems within DHS. They have acquired detailed knowledge of our technical infrastructure, have an understanding of our business process and procedures, and are experienced with the Department's data systems and applications.

Continued use of consultants will allow the Department to maintain the level of IT expertise needed and currently unavailable within the Department.

The services requested are temporary in nature and will be terminated upon procurement of qualified County staff. Employees have been hired but not in sufficient numbers to phase out the contracted staff. DHS has specific needs (ZENworks, Patchlink, remote management and network troubleshooting, etc.) and are currently looking for employees to fill these positions.

FISCAL IMPACT

The contractor rates will remain the same for the Work Orders that are being extended. The maximum County obligation under these three Work Orders, including the extensions, is as follows:

Work Order N04-0321 Triad, Inc.	
Current Maximum Amount (Term of 04/23/03 – 06/17/05)	\$105,712
Extension (06/18/05 – 08/31/06)	69,440
Subtotal	<u>\$175,152</u>

Work Order N04-0338 Modis, Inc.	
Current Maximum Amount (Term of 06/24/03 – 06/17/05)	\$ 97,025
Extension (06/18/05 – 08/31/06)	63,364
Subtotal	<u>\$160,389</u>

Work Order N04-0349 Network Operations Center, Inc.	
Current Maximum Amount (Term of 06/24/03 – 06/17/05)	\$ 96,400
Extension (06/18/05 – 08/31/06)	62,000
Subtotal	<u>\$158,400</u>

Grand Total for all Work Orders	<u>\$493,941</u>
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CLOSING

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to extend the term of these Work Orders and increase the maximum amount of each. On June 24, 2005, we will inform your Board of this request and wait two weeks from this date to proceed with the amendments.

If you have any questions or require additional information, please let me know.

TLG:gc

Each Supervisor
June 20, 2005
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c: Executive Officer, Board of Supervisors
Chief Administrative Officer
Chief Information Officer
County Counsel
Director, Internal Services Department

NOTED AND APPROVED:

Jon W. Fullinwider
Chief Information Officer